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**Amendments to the Claims:**

This listing of claims will replace all prior versions, and listings, of claims in the application:

1.-14. (Cancelled)

15. (Previously Presented) A support system to allow a consumer to obtain an offer of a plurality of selectable termed commercial maintenance contracts for elevator maintenance, comprising:

a load prediction database storing load-values of previously known elevator sites, the load-values being stored in relation to values of a plurality of predetermined site-characteristics known to affect load-values;

a maintenance contract database storing terms of maintenance contracts, ones of the terms being stored in relation to predetermined-load-values;

a consumer input unit to poll a consumer to input site-values of at least a sub-plurality of the predetermined site-characteristics, pertaining to a consumer elevator site for which the offer of the plurality of selectable termed commercial maintenance contracts for elevator maintenance is desired;

a load predicting-unit to utilize inputted site-values and the load prediction database, to automatically predict a site-load-value of the consumer elevator site;

a maintenance plan setup-unit to utilize the predicted site-load-value and the maintenance contract database to automatically assemble the plurality of termed commercial maintenance contractual plans, with each termed commercial

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maintenance contractual plan having a different total failure occurrence probability;  
and

a maintenance plan selecting-unit to allow the consumer to select a desired  
termed commercial maintenance contractual plan from said plurality of termed  
commercial maintenance contractual plans.

16. (Previously Presented) A support system as claimed in claim 15,  
comprising:

a maintenance plan adjusting-unit to allow the consumer to adjust a desired  
termed commercial maintenance contractual plan from said plurality of termed  
commercial maintenance contractual plans.

17.-18. (Canceled)

19. (Currently Amended) ~~A support system as claimed in claim 15;~~ A support  
system to allow a consumer to obtain an offer of a plurality of selectable termed  
commercial maintenance contracts for elevator maintenance, comprising:

a load prediction database storing load-values of previously known elevator  
sites, the load-values being stored in relation to values of a plurality of predetermined  
site-characteristics known to affect load-values;

a maintenance contract database storing terms of maintenance contracts,  
ones of the terms being stored in relation to predetermined-load-values;

a consumer input unit to poll a consumer to input site-values of at least a sub-  
plurality of the predetermined site-characteristics, pertaining to a consumer elevator

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site for which the offer of the plurality of selectable termed commercial maintenance contracts for elevator maintenance is desired;

a load predicting-unit to utilize inputted site-values and the load prediction database, to automatically predict a site-load-value of the consumer elevator site;

a maintenance plan setup-unit to utilize the predicted site-load-value and the maintenance contract database to automatically assemble the plurality of termed commercial maintenance contractual plans, with each termed commercial maintenance contractual plan having a different total failure occurrence probability;  
and

a maintenance plan selecting-unit to allow the consumer to select a desired termed commercial maintenance contractual plan from said plurality of termed commercial maintenance contractual plans,

wherein the load predicting-unit predicts the site-load-value of the consumer elevator site, by utilizing a load-value of at least one of the previously known elevator sites having values of the plurality of predetermined site-characteristics which most closely match the inputted site-values of the consumer elevator site,

wherein the plurality of predetermined site-characteristics known to affect load-values, include at least one site-characteristic selected from a list of: a site geographical-location; an area-size of the site; a number of floors of the site; a number of users of the site; and, a use-type of the site; and at least one elevator-characteristic selected from a list of: a designed elevator-capacity of the site; an elevator running speed of the site; a number of installed elevators at the site; and, hours of operation of elevators of the site, and

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wherein the predicted site-load-value from the load predicting-unit, includes at least two elevator-load-values selected from a list of: a monthly running time load value; a monthly running distance load value; and, a monthly door open/close times load value.

20. (Previously Presented) A support system as claimed in claim 15, wherein a termed commercial maintenance contractual plan includes terms regarding at least one of: component parts replacement intervals; check-up intervals; and, clean-up intervals for the consumer elevator site.

21. (Previously Presented) A support system to allow a consumer to obtain an offer of a plurality of selectable termed commercial maintenance contracts for elevator maintenance, comprising:

a load prediction database storing load-values of previously known elevator sites, the load-values being stored in relation to values of a plurality of predetermined site-characteristics known to affect load-values;

a maintenance contract database storing terms of maintenance contracts, ones of the terms being stored in relation to predetermined-load-values;

a consumer input unit to poll a consumer to input site-values of at least a sub-plurality of the predetermined site-characteristics, pertaining to a consumer elevator site for which the offer of the plurality of selectable termed commercial maintenance contracts for elevator maintenance is desired;

a load predicting means to utilize inputted site-values and the load prediction database, for automatically predicting a site-load-value of the consumer elevator site;

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a maintenance plan setup means to utilize the predicted site-load-value and the maintenance contract database, for automatically assembling the plurality of termed commercial maintenance contractual plans, with each termed commercial maintenance contractual plan having a different total failure occurrence probability; and

a maintenance plan selecting-unit to allow the consumer to select a desired termed commercial maintenance contractual plan from said plurality of termed commercial maintenance contractual plans.

22. (Previously Presented) A support system as claimed in claim 21, comprising:

a maintenance plan adjusting-unit to allow the consumer to adjust a desired termed commercial maintenance contractual plan from said plurality of termed commercial maintenance contractual plans.

23. (Previously Presented) A support system as claimed in claim 21, wherein the load predicting means is for predicting the site-load-value of the consumer elevator site, by utilizing a load-value of at least one of the previously known elevator sites having values of the plurality of predetermined site-characteristics which most closely match the inputted site-values of the consumer elevator site.

24. (Previously Presented) A support system as claimed in claim 21, wherein the plurality of predetermined site-characteristics known to affect load-values, include at least one site-characteristic selected from a list of: a site geographical-

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location; an area-size of the site; a number of floors of the site; a number of users of the site; and, a use-type of the site; and at least one elevator-characteristic selected from a list of: a designed elevator-capacity of the site; an elevator running speed of the site; a number of installed elevators at the site; and, hours of operation of elevators of the site.

25. (Previously Presented) A support system as claimed in claim 21, wherein the predicted site-load-value from the load predicting-unit, includes at least two elevator-load-values selected from a list of: a monthly running time load value; a monthly running distance load value; and, a monthly door open/close times load value.

26. (Previously Presented) A support system as claimed in claim 21, wherein a termed commercial maintenance contractual plan includes terms regarding at least one of: component parts replacement intervals; check-up intervals; and, clean-up intervals for the consumer elevator site.

27. (Previously Presented) One or more machine-readable medium containing a support system to allow a consumer to obtain an offer of a plurality of selectable termed commercial maintenance contracts for elevator maintenance, the medium containing a load prediction database, a maintenance contract database, and at least one sequence of instructions that, when executed, causes a machine to effect:

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a consumer input unit to poll a consumer to input site-values of at least a sub-plurality of the predetermined site-characteristics, pertaining to a consumer elevator site for which the offer of the plurality of selectable termed commercial maintenance contracts for elevator maintenance is desired;

a load predicting-unit to utilize inputted site-values and the load prediction database, to automatically predict a site-load-value of the consumer elevator site;

a maintenance plan setup-unit to utilize the predicted site-load-value and the maintenance contract database to automatically assemble the plurality of termed commercial maintenance contractual plans, with each termed commercial maintenance contractual plan having a different total failure occurrence probability; and

a maintenance plan selecting-unit to allow the consumer to select a desired termed commercial maintenance contractual plan from said plurality of termed commercial maintenance contractual plans,

wherein the load prediction database storing load-values of previously known elevator sites, the load-values being stored in relation to values of a plurality of predetermined site-characteristics known to affect load-values; and

wherein the maintenance contract database storing terms of maintenance contracts, ones of the terms being stored in relation to predetermined-load-values;.

28. (Previously Presented) The medium as claimed in claim 27, comprising the at least one sequence of instructions that, when executed, causes the machine to effect:

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a maintenance plan adjusting-unit to allow the consumer to adjust a desired termed commercial maintenance contractual plan from said plurality of termed commercial maintenance contractual plans.

29. (Previously Presented) The medium as claimed in claim 27, wherein the load predicting-unit predicts the site-load-value of the consumer elevator site, by utilizing a load-value of at least one of the previously known elevator sites having values of the plurality of predetermined site-characteristics which most closely match the inputted site-values of the consumer elevator site.

30. (Previously Presented) The medium as claimed in claim 27, wherein the plurality of predetermined site-characteristics known to affect load-values, include at least one site-characteristic selected from a list of: a site geographical-location; an area-size of the site; a number of floors of the site; a number of users of the site; and, a use-type of the site; and at least one elevator-characteristic selected from a list of: a designed elevator-capacity of the site; an elevator running speed of the site; a number of installed elevators at the site; and, hours of operation of elevators of the site.

31. (Previously Presented) The medium as claimed in claim 27, wherein the predicted site-load-value from the load predicting-unit, includes at least two elevator-load-values selected from a list of: a monthly running time load value; a monthly running distance load value; and, a monthly door open/close times load value.



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32. (Previously Presented) The medium as claimed in claim 27, wherein a termed commercial maintenance contractual plan includes terms regarding at least one of: component parts replacement intervals; check-up intervals; and, clean-up intervals for the consumer elevator site.

33. (Previously Presented) The medium as claimed in claim 27, wherein the machine is a server using the Internet to provide the support system to allow the consumer to obtain an offer of the plurality of selectable termed commercial maintenance contracts for elevator maintenance, via the internet.